GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:3313
ANSWERED ON:19.03.2001
TELEPHONE DIRECTORY IN FARIDABAD
ADHIR RANJAN CHOWDHURY

Will the Minister of COMMUNICATIONS be pleased to state:

(a) Whether the first and the last issue of the Faridabad Telephone Directory, 1997 was printed and distributed in 1998 under orders of the District Consumer Disputes Redressal Forum, Faridabad;

(b) Whether a large number of the telephone connections were not listed or printed wrongly by the telephone authorities as per complaints made by the Faridabad telephone subscribers;

(c) If so, the facts thereof alongwith the reasons therefor;

(d) Whether most of the telephone numbers listed in the present telephone directory have been changed due to administrative reasons and the present directory have become redundant; and

(e) If so, the action the Faridabad telephone authorities has so far taken to bring out a new updated telephone directory for the benefit of subscribers and the reasons for delay in taking timely action in this regard?

Answer

MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRITAPAN SIKDAR)

(a) No, Sir. The directory was printed and distributed as per the policy guidelines of the department. However, a case was filed in the District Consumer Disputes Redressal Forum, Faridabad and Gurgaon regarding delay in supply of telephone directory.The District Consumer Disputes Redressal Forum, Faridabad was informed that directory was under print. The said telephone directory was subsequently issued in May/June 1998.

(b) & (c): The aforesaid directory was corrected upto 31.3.1997. A few complaints were received regarding non-inclusion of telephone numbers, wrong entries etc. On examination, it was noticed that complaints of non-inclusion related to telephone numbers installed after 31.3.1997. Supplementary directory, which could have taken care of all the complaints, could not be printed due to contractual problems resulting in forfeiture of security deposit of the contractor.

(d) Yes, Sir. It is due to vast expansion of the network and change of numbering scheme from six to seven digits.

(e) The next issue of telephone directory corrected upto 31.12.2000 is expected to be released in the first quarter of 2001- 2002. The process for bringing out the new directory could not be initiated earlier as the matter was subjudice.